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ABSTRACT

This manual presents the policies and procedures of the Sarah K. Davidson Family-Patient library, which provides information on children's health problems for pediatric inpatients and their families at the Strong Memorial Hospital of the University of Rochester, New York. The development of the library, and its classification, library use, acquisitions, circulation, and overdue policies are described. Library procedures are outlined for the maintenance of accession and shelf lists; the processing of books, pamphlets, periodicals, and audiovisual materials; and the registering of borrowers. Also provided are a list of library circulation and overdue procedures, a list of duties for the volunteer staff who keep the library open, a discussion of library funding, and a list of sources for the rental and purchase of patient health education audiovisual materials. The manual concludes with samples of 14 cards, notices, instruction sheets, and other forms used in the daily operation of the library. (Author/ESR)

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Manual for the Development and Day to Day Operation of an In Hospital Health Education Library: A Model Implemented by Volunteers

Edited by Sandra Weber, M.L.S.

IR010398

University of Rochester
Rochester, New York

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I. ABOUT THE LIBRARY

In September, 1977, Sarah K. Davidson, aged four, died of neuroblastoma on the Pediatrics floor of Strong Memorial Hospital, Rochester, New York. Her parents, Ted and Sally Davidson, had sought everywhere for information to increase their understanding of their child's disease. In addition to the oral explanation given them by the hospital's Pediatric Hematology Unit, they desired written material on their child's condition.

As long-standing advocates for disabled children in their local community, they were already well-acquainted with the work of Barry Pless, M.D. and Betty B. Satterwhite, whose research efforts with others in the Rochester Child Health Studies of Chronically Ill Children had pointed up the pressing need of families for information about the disorders of their children who came to Strong Memorial Hospital for specialty care.[1,2] This group had already published a list of literature for parents of handicapped children.[3,4]

Mr. and Mrs. Davidson sought to establish a health education library for families of pediatric patients, as a meaningful memorial to their daughter Sarah. David H. Smith, Professor and Chairman of the Department of Pediatrics, University of Rochester School of Medicine and Dentistry, wholeheartedly supported their endeavor. The Child Health Advisory Group (CHAG), a community supported group to the Department of Pediatrics, accepted the challenge of making the library a reality. Through the generosity of the hospital's medical director, Dr. James Bartlett, in providing space, heat and light free of charge, the library was established and formally dedicated in September, 1978.

At present the library contains close to 600 books and a growing number of audiovisual materials, as well as many pamphlets, some of which are free to library users. In addition, packets of information on special topics e.g. Reyes Syndrome have been prepared for loan, and are shelved with the books. Much of the library's book collection is duplicated by the Rochester Public Library, in a cooperative effort to make health education materials available to families in the local community. The library is staffed entirely by volunteers, seven days a week, so that its materials are always available to families and patients on the Pediatrics floor.

As we enter the 1980's with an increasing emphasis on health care consumer information, a health education library in a hospital setting has special significance. There is growing recognition of the need for opportunities for families to learn about the nature of their children's health problems so that they can participate and cooperate in the treatment process, as well as to alleviate anxiety and concern.

It is the hope of those who have established this library and its policies and procedures manual, that the concept will be studied and duplicated elsewhere. Literature on such information collections is listed in Part V of this manual. Those wishing to establish such a library may want to seek the help of their local hospital librarian. The local Regional Medical Library, an extension of the National Library of Medicine, is also a good source of information; your State or public library is another resource for help.

It is the aim of a library such as this to promote understanding of the causes, management and outcome of childhood disease among families trying to cope with

their children's medical problems; to this end, informational efforts can support and further child health in the long run.

Footnotes:

1. Kanthor, H., Pless, I., Satterwhite, B., Myers, G.: Areas of responsibility in the health care of multiply handicapped children. Pediatrics, 54: 779, 1974.

2. Pless, I., Satterwhite, B.: Division, duplication, and neglect: patterns of care for children with chronic physical disorders. Child Care, Health and Development, London, England, 4: 9, 1978.

3. Pless, I., Satterwhite, B.: Health education literature for parents of handicapped children. Amer. J. Dis. Child, 122:206, 1971.

4. Van Vechten, D., Satterwhite, B., Pless, I.: Handicapped literature for parents: an update. Amer. J. Dis. Child, 131:311, 1977.

II. POLICIES

A. Basic Information

The library is staffed entirely by volunteers, who are instructed in how to assist those who use the library. (See Instructions for Volunteer Library Staff.) The library consists of a room with shelves, divided into the various subject categories and stocked with materials which have been chosen by a Library Committee (see Acquisitions Policy). A card catalog gives the volunteer staff and borrower alike access to the collection by subject, author and title. Browsing is possible, as well, since the materials are grouped using color-coded spine labels, according to subject.

It is the policy of the library to facilitate access to health-related information by pediatric patients and their families who seek to understand their health problems or conditions. The library works in cooperation with medical staff to this end.

Color-Coded Classification Scheme

The library uses the basic medical terminology provided by Medical Subject Headings (MeSH), the official subject vocabulary of the National Library of Medicine. Additional headings outside this list are used, with discretion, when it is felt that such a category is needed. Each time such a decision is made, its appropriateness and likely future use is carefully considered. Use of MeSH helps to standardize the subject headings for the convenience of users and staff. The books and printed materials for loan in the library are color-coded and filed on the shelves alphabetically, according to subject categories.

Adolescence
Advocacy
Arthritis
Asthma/Allergy
Autism
Birth Defects
Blood Disorders
The Body
Burns
Cancer
Cerebral Plasy
Child Abuse
Child Development
Children's Books
Chronic Illness
Cleft Palate
Community Information
Cystic Fibrosis
Death and Dying
Diabetes
Diets and Nutrition
Down's Syndrome
Epilepsy

Eye Disorders
Gastro-Intestinal
Disorders
General Handicap
Genetic Disorders
Hearing and Speech
Heart Disorders
Hositalization
Infectious Disease
Learning Disabilities
Mainstreaming
Medicine Today
Mental Health
Mental Retardation
Muscular Dystrophy
Neurological Disorders
Orthopaedic Disorders
Physician/Patient
Relationship
Reference
Renal Disorders
Respiratory Disorders
Scoliosis
Spina Bifida
Sudden Infant Death
Syndrome
Venereal Diseases

As books are acquired, they are categorized according to subject matter. In most cases, selection of the proper category is obvious. In cases where some question exists, a determination is made according to the subject heading under which the average library user would look for information about the problem in question. For example, books dealing with Sickle Cell Anemia could be categorized under Blood Disorders or Genetic Disorders. After consultation with medical staff, it was determined that users interested in Sickle Cell Anemia would be more likely to look under Blood Disorders. Therefore, books dealing with genetic blood diseases are filed under Blood Disorders.

II. B. Use of The Library

1. Books in the library may only be used in the hospital; they may not be taken home. Anyone who is not a patient or family member of a patient must use books in the Library Room only.

2. Reference books do not circulate, i.e. do not leave the library. This includes books found in the reference section, as well as some texts included in other subject groupings that have a spine label marked "Reference Use Only." These books may only be used in the library.

3. Visitors to the library are asked to sign the Visitor's Book, to help keep statistics on how often the library is used, and by whom.

4. Those wishing to take books out of the library are first asked to sign a Borrower's Card (see sample), with full information about their name, address, telephone number, patient unit number, and any other important information. This helps library staff retrieve books which are overdue or which are requested by other borrowers.

5. Volunteer Staff is to assist borrowers in signing out books and other materials, and to give each person a slip with the Library Rules, (see sample) along with a reminder that all materials are due back in the library after two days.

6. After the two-day loan period is up, materials not returned will be requested from the borrower, in the form of a phone call or written slip.

7. Returned materials are to be slipped and reshelved by the Volunteer Staff. Materials returned when the library is closed are to be put in the Return Book Box at the library's reception desk.

8. Pamphlet material on a wide range of topics is available free in the library, to all interested users. It is shelved in an area marked "Free Information."

II. C. ACQUISITIONS POLICY

The Library collects materials on medical conditions and related topics of interest to pediatric patients and their families. Materials selected cover various aspects of pertinent medical conditions, such as their nature and management, as well as topics relevant to the needs of these patients and their families. Such topics may include, but are not limited to, growth and development, sexuality, substance abuse, and patient's rights and responsibilities. Materials of an explicitly religious point of view are not within the collection's scope.

A Library Committee appointed by the Director of the Child Health Advisory Group (CHAG) meets at least four times a year. Membership on this committee includes representation by the Department of Pediatrics staff, along with the director of CHAG, the Davidsons and other appropriate library consultants. Materials are considered for purchase (or acceptance, in the case of donations), at these quarterly meetings. The decision to acquire or accept materials is at the discretion of the Committee.

In some cases it may be necessary to have the material reviewed by a faculty member. The following are indications for review: if the book deals with a specific medical treatment; if the subject matter is unfamiliar to the members of the Committee; if the subject matter is considered clinically controversial. If the material is rejected by a faculty member for reasons other than accuracy of medical information, the Committee will again review it and decide whether or not to place the book in the library.

Materials are ordinarily approved for acquisition by a majority vote of the Committee members present at a meeting.

II. D. Circulation and Overdues Policy

The loan pericd for all materials in the library which circulate is TWO DAYS. Reference materials (those marked "For Reference Use Only") do not leave the library.

All materials not returned to the library after two days are considered overdue. After an attempt to remind the borrower by personal contact or phone call, an overdue notice will be mailed to the borrower.

If the item is not returned to the library within one week of the first notice, an additional overdue notice, marked "Second Notice," in red, will be sent.

NOTE: Audiovisual materials are available through the library director's office. Loan period is arranged through the same. Audiovisual materials are to be returned to the director's office, not to the library.

III. Procedures

A. Accession and Shelf Lists

An Accession List, that is, a numerical list of items acquired by the library, should be maintained. Such a list will include a unique number for each item, followed by author, title, date received, and copy number, if pertinent. The number assigned will be entered on the book's pocket and circulation card, to enable them to be matched up when checking the book in after a loan. This helps eliminate confusion, especially when multiple copies of a work are owned. In addition, the accession list constitutes a record of how many items the library owns and how many were acquired during a given period. (See sample.)

A Shelf List should also be kept. This is a card file of materials in the same order that they appear on the library's shelves. Each card of the shelf list will represent one item, with the exception that multiple copies (and their accession numbers) may be noted on a single card. If the book has been purchased, an order card may be used for the shelf list card when the item is received, simply by noting the date of acquisition, as well as the accession number and chosen subject heading. The shelf list can be used to determine what materials are found in a subject grouping and also for inventory checking. It will contain all pertinent information about the acquisition (e.g. whether it was a purchase or donation) of the item, including the name and address of publisher, price, etc. (See sample card.)

III. B. Processing Books, Pamphlets, Periodicals and Audiovisual Materials

Books:

1. Complete information on the book's order card (see sample). If the book is a donation, make up a shelf list card for it.

2. Assign the book an accession number, by checking the accession list for the last number assigned. Enter the required information on the accession list (see sample).

3. Check whether the book or other material is an additional copy of what is already in the library; do this by checking the card catalog to see if the work is owned.

   If the book is an additional copy, find the shelf list card for the other copy(ies) owned, and add the new accession number of the item being processed, to the shelf list card.

   If it is a new item (thus a first copy), add its accession number to its shelf list card.

4. Assign a subject heading from the available headings in the Subject Heading Authority File (see sample). Write the chosen heading on the lower left of the shelf list card, above the accession number (see sample shelf list card).

5. Prepare a book card and pocket, entering the book's accession number on each (see samples), and stamping the pocket front with the library's stamp. Glue the pocket inside the back cover of the book. Write the accession number on the back of the book's title page, at the bottom. Put a due date slip in the book's pocket.

6. Stamp the Library's ownership stamp inside front and back covers of the book, and along the page edges, if possible.

7. Prepare author, title and subject catalog cards for each book or other item to be shelved. If there is more than one copy of a work, prepare only one set of cards, noting the number of copies in pencil, on the author card. Be sure to check the information on the book's title page, (not cover), carefully, when cataloging a book, so it will be accurate. Proofread all cards before filing, and check them against the information on the title page. (See sample Catalog Cards).

Pamphlets:

To process a pamphlet for the first time:

1. Prepare a 3 x 5 card with the title, place of publication, publisher or producer, and date of the pamphlet (see sample).

2. Put a sample copy of each new pamphlet in the Library Director's Office.

3. Stamp all copies of a new pamphlet with the SKD green stamp, on the front and back covers.

4. Count the number of copies and record it, along with the date the pamphlets are processed, on the file card. Put the card in the section of the shelf list file marked "Free Pamphlets," filing it alphabetically by title.

5. Shelve copies of the pamphlet on the shelves marked "Free Information".

Periodicals:

1. When a new copy of a magazine or periodical arrives, note the issue on the original order copy; put a pencil check on the front cover of the issue.

2. Stamp the issue with the library's stamp and place it on the library shelf in the place indicated by the title.

3. If there are more than ten subscriptions, a more thorough system of checking in may be desirable. Order cards may be made when a subscription is sent, indicating the periodical title, source, price, address, etc. Issues can be listed or checked off as they arrive, allowing the library staff to determine easily when an issue was not received and is overdue. A note may then be sent to the publisher or vendor, inquiring about the issue in question.

Additional Copies:

If there is already a card for the pamphlet title, and a sample copy in the Director's file, stamp the new copies with the SKD green stamp, record the number of copies on the pamphlet's file card, and shelve them.

Audiovisual Materials:

1. Assign a main topic from the library's classification scheme; put the corresponding color-code dot on the front of the material (include each part, as appropriate).

2. Enter the title, form, number of components, etc. on the accession list.

3. Make a shelf list card for each title (see sample card). Put the color code dot in upper right corner of the card. File it in the section of the shelf list file marked "Audiovisual," in order by category.

4. Prepare a title and a subject card for each new audiovisual item. Where there are several components to one title (e.g. several cassette tapes), list them on each card.

5. Put the processed audiovisual material in the Director's office. The loan period is to be arranged with the library's director.

III. C. Circulation, Registering Borrowers and Overdues

The Circulation Box is divided into weekly sections for each month; book cards are arranged alphabetically by author in each of these sections. When a book is taken out, it is due in two days, so the book card is filed in the section which comes one week later. For example, if a book goes out during the first week of a month, the book card is filed in the section marked "Second Week."

The Circulation Box also includes a section marked "Overdues." Book cards for overdue books are filed here, alphabetically by author.

At the end of each week, a volunteer checks to see which book cards are still outstanding for the week that has just ended. These cards are pulled out and overdue procedures are begun.

Registering Borrowers:

1. All borrowers must fill out a borrower's card before they may take anything out of the library (except free pamphlets). (See sample Borrower's Card.)

2. File the completed card in the Borrower's File, alphabetically by the borrower's last name.

3. Give each borrower the slip marked "Library Rules," pointing out that books may not leave the hospital, and that the loan period is two days, or sooner if the patient leaves the hospital before them.

Overdues procedure:

Check the circulation box for materials due last week. Pull these cards whose books are still outstanding, and attempt to contact borrowers either on the units, or by local phone. If the borrower has left the hospital, send a written overdue notice (see sample), if he lives out of town or does not respond to phone notices.

When an overdue notice has been phoned or sent, replace the book card in the circulation box, behind the divider marked "Overdue," alphabetically by author.

III. D. SARAH K. DAVIDSON FAMILY-PATIENT LIBRARY

Instructions for Volunteer Staff

Duties:

1. Supervise and maintain the Library.

2. Assist in proper use of the Library. (See Sample, Reference Assistance Instructions).

3. Be of assistance when possible to the Pediatric Volunteer Receptionists.

Specific Duties:

1. Check into Volunteer Office on first floor of hospital. Between 10:00 AM and 2:00 PM the Pediatric Volunteer Receptionists will have the key to the Library. If you arrive before 10:00 AM or after 2:00 PM you may pick up the Library key from the top right hand drawer of the sign-in counter in the Volunteer Office.

2. Turn on the light in the information area over the reception desk (Information Area switch on right hand wall). Open the Library door and turn on the light. Check the book return box, replace cards in book pockets, and reshelve. Check pamphlet supply and replace as necessary from surplus pamphlets in bottom shelves of cabinet. Check shelves for correct color coding of books.

3. When anyone comes to the Library, invite them in, explain the color code system, give them a copy of the Library rules, show them the free information shelves, and encourage them to use the Library. If it seems appropriate, leave the user alone in the Library and sit at the reception desk. Be available but not obtrusive.

4. Anyone wishing materials from the free information shelves should be encouraged to take what they need. When the user finds a book that he wishes to read, confirm that the person is either a fourth floor patient or a family member. Books may be used by out-patients coming to the SMH clinics, and their families, but books cannot be taken off the fourth floor. Free information materials could be given to those interested.

5. When someone wants to borrow a book:

   a) Have them fill in a borrower's card (see sample).

   b) File the borrower's card in the borrower's file, alphabetically by the person's last name.

   c) Review the library's rules, giving the person a copy of them (see sample "Library Rules").

   d) Have the person print his name, patient number, and enter the day's date on the book card found in each book's pocket (inside back cover).

e) File the book card in the Circulation Box, alphabetically by the author's last name.

6. When people come to the library for the first time, have them sign the VISITOR'S BOOK, to help keep a record of those who use the library.

7. Fill in the Daily Log each time you work in the library. This includes a record of library use and your work. (See sample.)

8. Before you leave, replace the book cards in any books returned to the library while you were there. Reshelve the books. using the colored dots to match each book with its section. Turn out the lights. Return the library key to the Volunteer Office.

IV. Funding of Library

Original funding, in addition to the Sarah K. Davidson Memorial Fund, was successfully sought from health-related organizations, most of whom have budgetary monies for educational endeavors. Examples are the United Cancer Council, the local chapter of the Cystic Fibrosis Foundation, and the CURE Childhood Cancer Organization.

An attractive Library brochure (see sample) is given to parents of all pediatric inpatients, and is distributed to potential contributors, for example at community informational programs conducted by Department of Pediatrics faculty and staff members.

The library has become the recipient of many tangible gifts in celebration of Bar Mitzvahs, graduations, etc. Book plates designate volumes as "Gift of _____" or "Gift of _____ in memory of _____".

A donor file is kept in the library. Cards filed alphabetically by name of donor indicating the name of the book(s) assigned to them, enable contributors to see what their gift has purchased.

A yearly progress report advises donors of library news and always generates new contributions.

V. PATIENT EDUCATION BIBLIOGRAPHY

Available upon request at cost plus handling charges.

VI. SOURCES OF RENTAL AND PURCHASE OF MATERIALS

1. Patient Education Resources List and Sources of Patient Education Videotape Programs. Chicago, American Hospital Association. Both are available free from the American Hospital Association, 840 N. Lakeshore Drive, Chicago, Illinois 60611

2. Yakote, Gail, and Homan, Michael, Patient Education: A List of Societies, Companies and Institutions with Audiovisuals for Sale, Rent, and Loan. Los Angeles, Biomedical Library, Center for the Health Sciences, University of California, Los Angeles, Los Angeles, California 90024.

3. Core Communications in Health, Inc., 2390 Avenue of the Americas, New York, New York 10019. Filmstrip - audiocassette programs, reviewed by the American Group Practice Association.

VII. SAMPLES

A. BORROWER'S CARD.

Borrower: Last name first

Address: Street, Town, State, Zip Code

Telephone: (area code - no.)

Patient Unit
(Room no.)

VII. B. LIBRARY RULES

Department of Pediatrics

Child Health Advisory Group

LIBRARY RULES

1. Books may only be used in the hospital. Visitors who are not a patient or relative of a patient may only use books in the library.

2. Topics in the library are color-coded. To find the topic you want, see the list of topics and colors in the library. Each book has a colored dot to indicate its topic.

3. To take out a book:
   Fill in a borrower's card
   Fill in the card in the back of the book, printing your name and room number of the patient.
   Give the cards to the volunteer on duty.

4. To return a book:
   Give it to the volunteer on duty. If the library is closed, please leave it in the Return Book Box at the Library's Reception Desk.

ALL BOOKS AND MATERIALS ARE DUE IN TWO DAYS
or sooner if the patient leaves the hospital

5. If you are visiting for the 1st time, please sign the Visitor's Book in the library.

6. You are welcome to take a copy of any of the pamphlets found in the Free Information section of the library.

7. Please help us by using the library and its materials with consideration for others. Please return materials promptly and in good condition. THANK YOU!

COME AGAIN!

University of Rochester Medical Center • Strong Memorial Hospital

P O Box 777 • 601 Elmwood Avenue • Rochester New York 14642 • (716) 275-3174

VII. C. Accession List

SKD LIBRARY - ACCESSION LIST

Access. no.	Author	Title	Date rec'd	Copy no.
1	Dreyer, S.	The bookfinder.	6/81	1
2	Milunsky, A.	Know your genes.	6/81	1
3	Berger, T.	I have feelings.	6/81	1
4	Hendin & Marks	The genetic connection.	6/81	1

VII. D. SHELF LIST CARD
(order card)

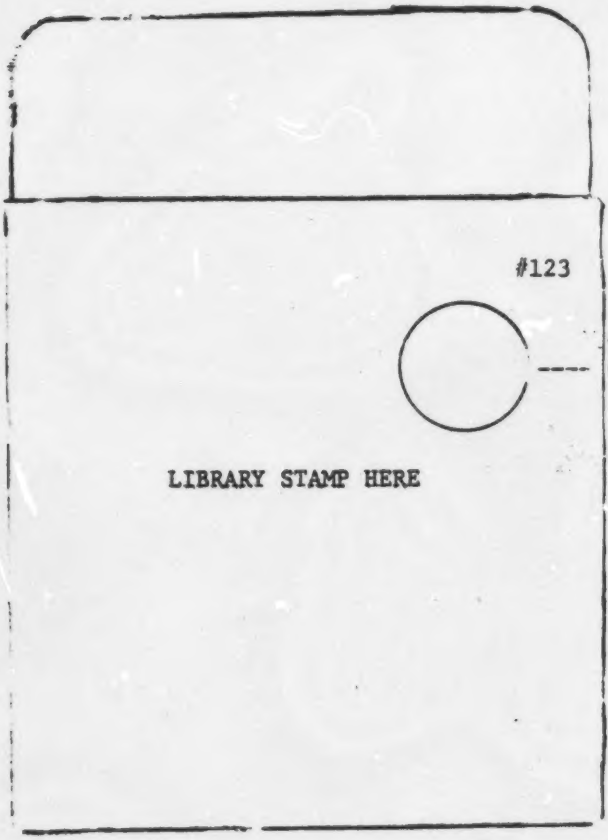
Author, (last name, first initial).

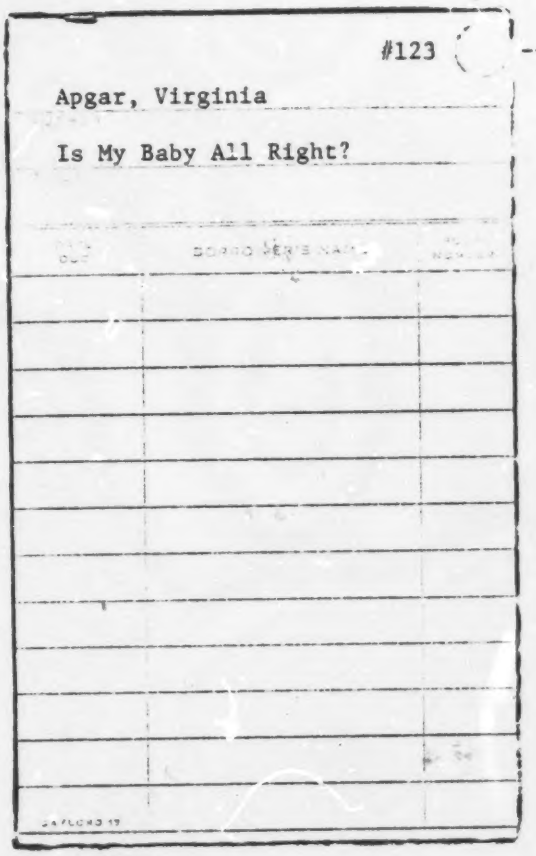
Title; subtitle. Place of publication: Publisher, Year (copyright year).

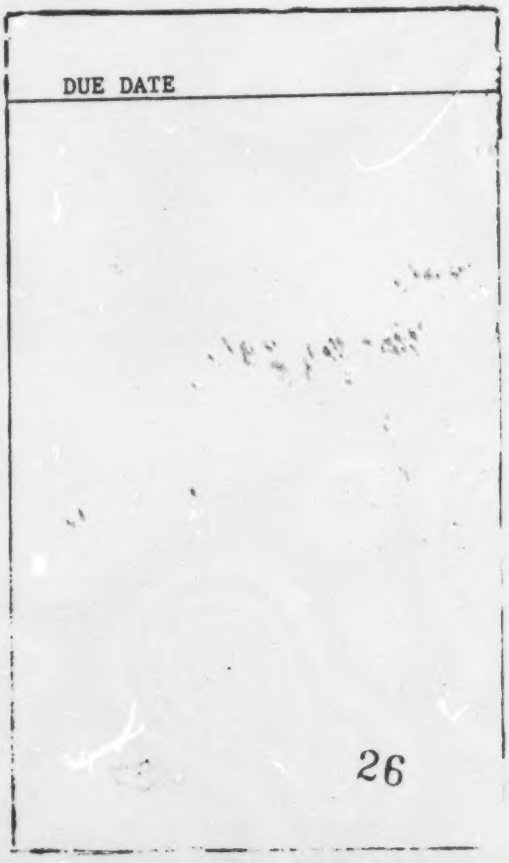
Source: (e.g. publisher, donor, etc.)
Price:
Date rec'd:

SUBJECT CATEGORY
Access. no.:

VII. E. Book Pocket, Card and Due Date Slip







VII. F. Catalog Cards

Author card -

Author, last name, first initial

Title. (include subtitle, separated from main title by ";") Place of publication: Publisher, copyright date.

SUBJECT CATEGORY

Title card -

Title (include subtitle, separated from main title by ";").

by (author, first initial, last name). Place of publication: Publisher, copyright date.

SUBJECT CATEGORY

Subject Card -

SUBJECT CATEGORY

Author, last name, first initial.

Title (include subtitle, separated by ";"). Place of publication: Publisher, copyright date.

VII. G. Pamphlet card:

Title (complete)

Place of publication: Publisher, date of publication.

No. of copies:

VII. H. Audiovisual Shelf List Card:

Title of audiovisual material.

Place: Producer, date of publication.

Source: (e.g. vendor)
Price:
Date rec'd:
No. of copies:

VII. I. Overdue Notice:

Department of Pediatrics

Child Health Advisory Group

NOTICE TO: (borrower's name)

DATE:

The following material is overdue from the Sarah K. Davidson Family/Patient Library at Strong Memorial Hospital:

(list authors and titles)

PLEASE BE CONSIDERATE & RETURN THEM AT ONCE—

YOUR COOPERATION IS APPRECIATED!

If you have any questions, please call the Library Director's office at 275-5174

University of Rochester Medical Center • Strong Memorial Hospital

P.O. Box 777 • 601 Elmwood Avenue • Rochester, New York 14642 • (716) 275-5174

VII. J.

SARAH K. DAVIDSON FAMILY PATIENT LIBRARY

REFERENCE ASSISTANCE INSTRUCTIONS FOR LIBRARY VOLUNTEERS

DON'T

1. Do not practice medicine -- Library volunteers may not recommend, suggest or comment on any medical procedure, medication, disease or condition, physician or staff member. Any of the above may be construed by the patient or family member as a reflection or authoritative statement on a specific medical case -- namely the patient or his family member. These restrictions are for our legal protection as volunteers.

2. Never relate or discuss any medical case, not even your own or of a member of your family, with any Library user.

3. Do not recommend any specific books. Find out general category of material desired, and direct person to the proper section. Let them make their own choice of books.

4. The information a Library volunteer learns from a family or a patient is Confidential and should not be discussed anywhere.

DO

1. Be warm, friendly, helpful and supportive. Encourage patients and family members to use the library.

2. Assure library visitors that material on free information shelves is for their use.

3. Although you, the volunteer, may not answer medical questions, you may encourage Library visitors to make their concerns known to the medical staff (nurses, doctors, social workers, etc.).

THANK YOU FOR YOUR HELP

AND FOR MAKING THE SKD LIBRARY

A VERY PLEASANT PLACE TO BE!

VII. K. DAILY LOG

SARAH K. DAVIDSON
FAMILY-PATIENT LIBRARY

Daily Log

DATE _____ Morning / Afternoon / Evening Volunteer(s) _____

Summary of Activities (please check)

_____ Check books on shelves--in proper places, neat, etc.

_____ Start new page or section in Visitor's book (Mornings only)

_____ Check on any books which are out--what has happened about them.

_____ Check "Comments" section from previous volunteer.

_____ Look over pamphlets and replace as needed.

Usage Record

_____ # of times library was used. Each visit counts as one even if if its the same person. Each person should sign the Visitor's Book only once each day. (Evening only)

_____ # of books taken out.

_____ # of books returned.

_____ # of pamphlets taken. Rough estimate and topics.

_____ _____

Comments

Please detail occurences, questions, suggestions, problems, requests, etc., that happened during your time spent in the library.

VII. L. Library Brochure

Child Health Advisory Group

Department of Pediatrics

Strong Memorial Hospital
of the
University of Rochester
Box 777
601 Elmwood Avenue
Rochester, New York 14642